

**Draft Minutes  
Of the  
Committee on Limited English Proficiency  
2:00 PM  
Thursday, March 10, 2022  
Via Microsoft Teams and Livestreamed on YouTube at  
<https://www.youtube.com/watch?v=glhZRp5m8g0>**

**Members in Attendance:** Hon. Maria A. Kahn, Co-Chair, Ms. Alejandra Donath, Co-Chair, Mr. Troy Brown, Atty. Brittany Kaplan, Atty. Viviana Livesay, Atty. Richard Loffredo, and Atty. Brandon Pelegano. Also present, support staff: Ms. Heather Collins.

1. **Welcome:** Justice Kahn called the meeting to order at 2 p.m. and noted that it was being streamed live on the Judicial Branch's YouTube channel. Justice Kahn thanked the Committee for their work, and in particular her co-Chair Ms. Donath and Atty. Loffredo for their work on drafting the Committee's Annual Report and updating LEP training for Branch staff, and Atty. Livesay for her work on drafting a paper on the grievance procedure and draft procedure. Justice Kahn congratulated the members and Judicial Branch staff for their commitment to providing LEP access to the public, which was recognized by the National Center for Access to Justice recently. Connecticut finished second among all 50 states and the District of Columbia in providing language access, according to the Center's Justice Index, which conducts extensive assessments of all states in six access areas.
2. **Approval of minutes from the December 2021 meeting:** Atty. Pelegano moved that the Draft Minutes of the December 8 meeting be approved, and it was seconded by Atty. Livesay. The minutes were unanimously approved.
3. **LEP Refresher Training:** Training on LEP issues is an ongoing priority of the LEP Committee and the Judicial Branch. The Committee has discussed over the last months the need to provide refresher training. A draft was forwarded to the members who approved the training, which lasts about 30 to 40 minutes. The discussion then turned to the frequency with which the training should be conducted. A number of options were discussed. Focusing on best practices, members debated whether the training should be taken annually, every two years, or every three years. The members discussed the internal staffing changes as the

result of an increase and expected increase in retirements, which contributes to intra-Branch movement of staff. It was decided by the members that they will recommend to the Chief Court Administrator that the training be completed annually by all Branch staff. Atty. Loffredo and Ms. Donath met with the Branch's Employee Education Unit about uploading the training into the Learning Management System (LMS). A staff Interpreter will be the voice of the training and it will be recorded in the near future. After it is recorded, it will be sent for closed captioning, which will take a couple of weeks. Finally, the Committee will review it a final time before posting to the LMS. Justice Kahn thanked everyone for their contributions to this important training.

4. **Approval of LEP Committee Report:** The members were sent a draft of the Annual Report prior to the meeting. Following the discussion about the timing of the updated training, in No. 3 above, the draft will be updated to reflect the recommendation of annual training. Atty. Loffredo noted that the Branch's online How To's for Teams meetings is being revised, and that version will be translated into Spanish, Portuguese, and Polish. The members unanimously approved the report with the slight changes. The report will be sent to the Chief Court Administrator and posted online on the Committee's internet website, and translated to Spanish, Portuguese, and Polish.
5. **Grievance procedures:** The Committee has been discussing over the last year the need to implement a complaint process, by which a person who utilizes the Branch's interpreter/translation services is provided an opportunity to make a complaint about those services, if necessary. Atty. Livesay said new Research Attorney Brianna Nobile was tapped to look into how other states handle LEP programs and the complaint process. The members were provided an overview of Atty. Nobile's findings, which looked at neighboring northeast states-- Massachusetts, Rhode Island, Vermont, New Hampshire, Maine, and New York, as well as California, Florida, and Texas, which all have sizeable LEP populations. Atty. Livesay told the members that she and Atty. Nobile developed a draft of a potential Language Access Grievance Complaint Procedure for the members' consideration as a starting point. The draft proposes that complaints be made in writing; give a brief description of the nature of the complaint and the alleged violation including the location, date(s) and names of the person involved and/or witnesses. There was discussion among the group about the timeframe as to when a complaint should be filed in relation to the alleged violation. Justice Kahn noted

that the goal should be to have a Complaint Process ready to approve at the next meeting.

6. **Memo:** The members discussed training for members of the Bench, including Family Support Magistrates. All new Judges and Magistrates do receive LEP training during pre-Bench before they begin to sit on the bench. In addition, Justice Kahn, Alejandra Donath, and Richard Loffredo will be presenting a training/informational session in each Judicial District for the Judges and Chief Clerks.
7. **Next Meeting:** The Committee did not decide on a next date but agreed to meet after the General Assembly's short session ends on May 4, 2022. The meeting will be announced on the LEP Internet page.
8. **Adjourn:** Atty. Pelegano made a motion to adjourn at 2:52 p.m. and it was seconded by Atty. Livesay and the meeting was adjourned.